

2.0 TSP SYSTEM OVERVIEW

The Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) has been developed to ensure priority treatment to our nation's most important telecommunication services. The TSP System provides a means for service users to obtain TSP assignments from the TSP Program Office. These TSP assignments allow service users to obtain priority treatment from telecommunication service vendors for services that support NSEP functions. When service users pass those TSP assignments to service vendors, the service vendors are then both authorized and required, when necessary, to provision and/or restore those telecommunication services with TSP assignments before services without such assignments.

Only telecommunication services that qualify as NSEP are eligible for TSP assignments. NSEP services are telecommunication services which are used to maintain a state of readiness or to respond to and manage any event or crisis (local, national, or international), which causes or could cause injury or harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States.

The TSP System establishes priority levels for both provisioning and restoration of NSEP telecommunication services. These priority levels are the basis for TSP assignments that are provided to telecommunication service vendors. The service vendors then use the TSP assignments to guide them on the sequence in which they are to respond to provisioning and restoration requirements.

An important feature of the TSP System is that all requests for TSP assignments are centrally processed by, and information on TSP services is maintained by, the TSP Program Office. After receiving a request for a priority level assignment from a service user, the TSP Program Office provides a notice to the service user with the priority level assignment included in a TSP Authorization Code. The service user, in turn, provides the TSP Authorization Code on a service order to a telecommunications service vendor. Upon receiving a TSP Authorization Code, the service vendor recognizes their responsibility to provide the service in accordance with the TSP System rules. Figure 2-1a, Ordering A TSP Service, depicts the steps for a Federal government service user to obtain priority treatment from a service vendor. Figure 2-1b depicts the same process for a non-Federal government service user.

Figure 2 - 1a
ORDERING A TSP SERVICE
(Federal Government Service User)

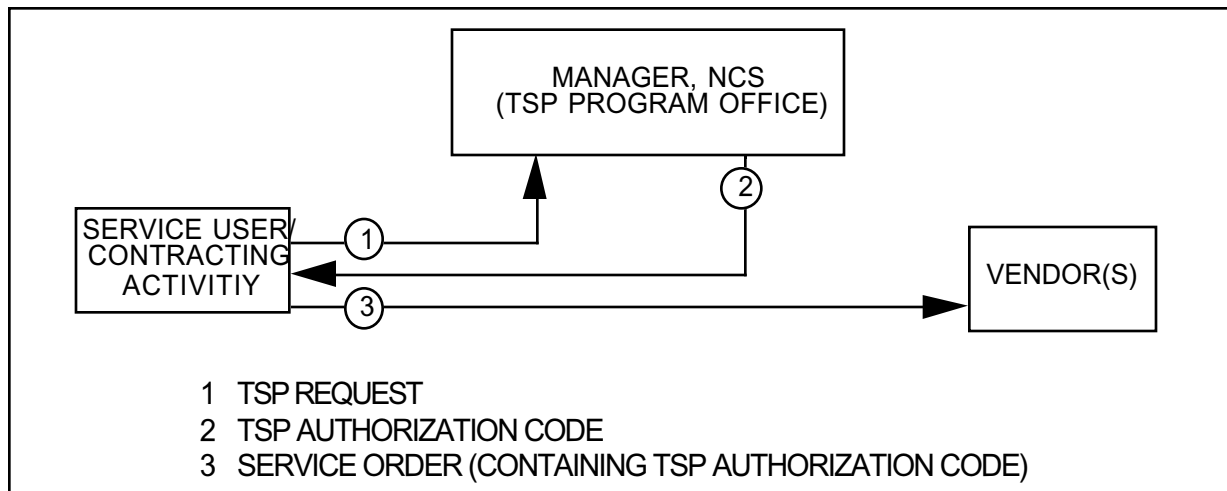
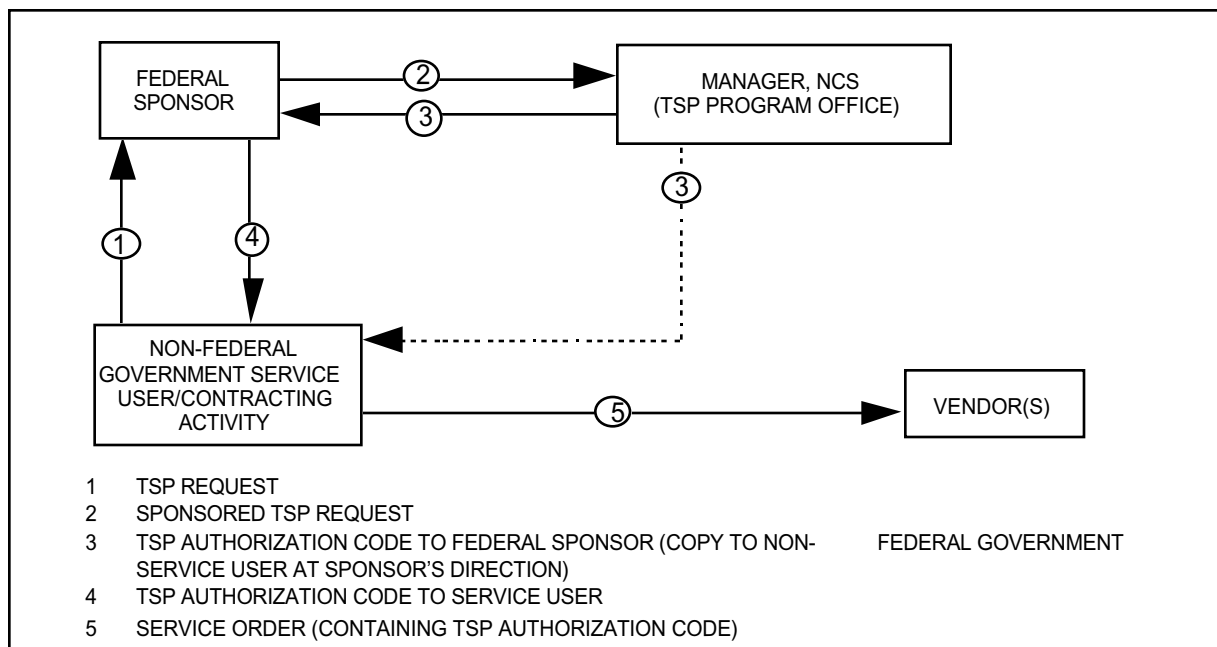


Figure 2 - 1b
ORDERING A TSP SERVICE
(Non-Federal Government Service User)



2.1 BACKGROUND

A Restoration Priority (RP) System has been in place for many years. As the TSP System is phased in, the RP System will be phased out. After the TSP System begins, existing RP assignments will be honored, but no new RP assignments can be made. Additionally, RP circuits will not automatically be assigned priorities within the TSP System. Service users with RP Circuits must submit and justify requests for TSP assignments for them. (Appendix G, Transition From the Restoration Priority System to the TSP System, provides further details of the transition process.)

The TSP System includes several features which are not available through the RP System. For instance, the TSP System includes priority provisioning of new NSEP services. Unlike the RP System, the TSP System covers all NSEP private lines and also has flexibility to incorporate changing technology. The administrative structure of the TSP System is designed to support accuracy of the records maintained by service users, service vendors, and the TSP Program Office.

2.2 TSP SERVICE USERS

A TSP service user is any individual or organization (including a service vendor) supported by a telecommunications service for which a TSP assignment has been requested or assigned. TSP service users are not limited to the Federal government. State, local, and foreign governments may have requirements that qualify as NSEP, and certain private industry telecommunication services may qualify as well.

All telecommunication service users' requirements are treated equally within the TSP System, whether the service users are part of the Federal government, a state or local government, a foreign government, or a private entity. The TSP Program Office will assign priorities based on a single set of criteria. Service vendors, in turn, will provide priority treatment to TSP services under a single set of rules. Regardless of who the service user may be, TSP services will receive priority treatment. Accordingly, organizations outside the Federal government with valid NSEP requirements are encouraged to use the TSP System.

2.2.1 Federal Government Users. Federal government agencies are responsible for identifying and designating invocation officials and ensuring that all TSP System users within their organizations comply with their TSP System obligations. Additionally, Federal government users must understand their responsibilities as sponsors of non-Federal organizations (see chapter 8.0, Sponsorship). Some agencies use telecommunication services that are government-provided but interconnect with commercially-provided services with TSP

assignments; in that case, they must provision and restore them in accordance with TSP System rules and regulations.

2.2.2 Non-Federal Government Users. A key difference in responsibilities between Federal users and other users of TSP services is that requests for TSP assignments originating outside the Federal government must have Federal sponsors. Rather than going directly to the TSP Program Office, a non-Federal government user must obtain a Federal sponsor for their request.

With the exception of the added requirement to obtain sponsorship, non-Federal government users have the same responsibilities as Federal government users if they wish to obtain a TSP assignment for a service and receive priority treatment from service vendors for that service.

State and Local Governments. State and local governments may request TSP assignments on services that support NSEP functions. The Federal Emergency Management Agency (FEMA) will normally serve as the sponsor for such requests.

Foreign Governments. Foreign governments may request TSP assignments on services within U.S. jurisdiction that support NSEP functions. The Departments of State or Defense will serve as the sponsors for such requests.

Private Industry. Private or quasi-government entities may determine that they have telecommunication services supporting NSEP functions and may want TSP assignments for those services. Any Federal agency may serve as sponsor for such requests. Normally, the sponsor will be either an agency with whom the requestor has a contractual relationship or an agency that is familiar with the NSEP function supported by the service for which the TSP assignment is requested.

Executive Order (EO) 12656, "Assignments of Emergency Preparedness Responsibilities," identifies the emergency preparedness and planning responsibilities of Federal agencies in national security emergencies. Non-Federal government service users may refer to EO 12656 as a guide to identify which Federal agency is most appropriate to approach for sponsorship. (EO 12656 is contained in Appendix C.)

2.3 PRIORITY TREATMENT

There are two major benefits to using the TSP System. First, service users can obtain TSP assignments for priority provisioning (i.e., installation) of new telecommunication services

when that is necessary and justified. Second, service users with TSP assignments can obtain priority restoration of existing services if those services experience an outage or become unusable.

Provisioning on a priority basis may be necessary when a service user has an urgent requirement for a new NSEP service that must be installed either as soon as possible or by the service user's due date and that due date can only be met by a shorter than standard service vendor provisioning interval. Restoration on a priority basis is necessary for a TSP service because interruptions have serious adverse impact upon the supported NSEP function. As a matter of general practice, service vendors should restore existing TSP services before provisioning new TSP services.

To obtain this priority treatment for a service, a service user must request a TSP assignment from the TSP Program Office. The assignment, included in a TSP Authorization Code, is provided to a service vendor on a service order.

2.4 TSP SYSTEM CATEGORIES

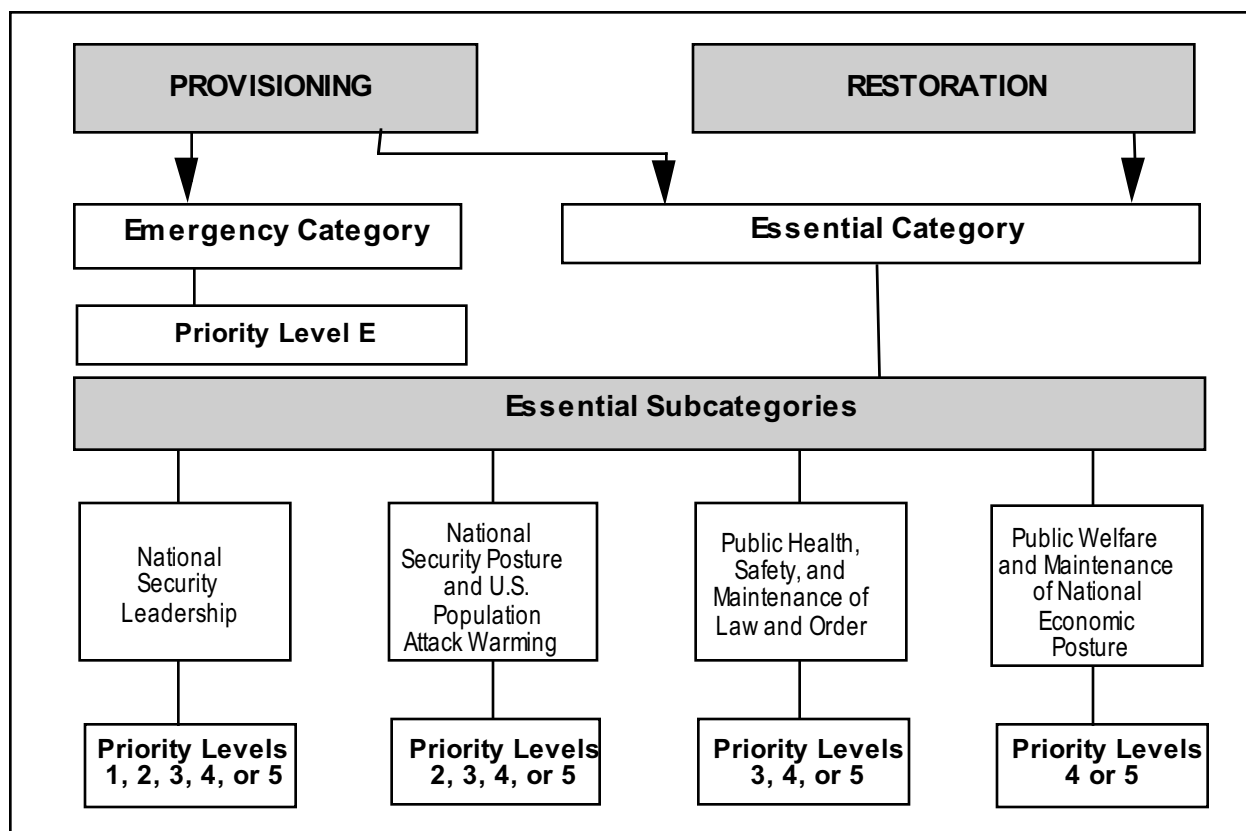
The TSP System includes two categories of NSEP service: Emergency and Essential. Emergency services are those new services so critical as to be required to be provisioned at the earliest possible time, without regard to the costs to the service user of obtaining them. Emergency services are assigned a provisioning priority of E. Essential services are all other NSEP services assigned either restoration and/or provisioning priorities within the TSP System.

Essential NSEP services are generally assigned only restoration priorities. Provisioning priorities, however, may also be assigned if required as explained in chapter 5.0. Services in the Essential category may be assigned priority levels 1 (highest), 2, 3, 4, or 5 (lowest).

There are no subcategories of Emergency service, but Essential services are divided into four subcategories: National Security Leadership; National Security Posture and U.S. Population Attack Warning; Public Health, Safety, and Maintenance of Law and Order; and Public Welfare and Maintenance of National Economic Posture.

Figure 2-2 depicts the relationships among the TSP categories, subcategories' and priority levels. These categories and subcategories are to be used by service users requesting TSP assignments, and are a basis for the TSP Program Office to make the assignments.

Figure 2 - 2
TSP CATEGORIES, SUBCATEGORIES, AND PRIORITY LEVELS



2.5 TSP SYSTEM PRIORITY LEVELS

The TSP System contains six levels of priority: E for provisioning; and 1, 2, 3, 4, and 5 for both provisioning and restoration. A TSP assignment identifies a priority level for provisioning, a priority level for restoration, or both. If a TSP assignment includes both a provisioning priority and a restoration priority, they will generally be at the same level.

Service users must request and justify priority level assignments for their NSEP services. The priority level assigned by the TSP Program Office is conveyed by the service user to the service vendor by means of a service order which contains a TSP Authorization Code. (Paragraph 3.6, TSP Authorization Code, provides further details.)

When a service vendor receives a provisioning priority from a service user, the service vendor will know that the service user has invoked NSEP treatment. Invocation of NSEP

treatment requires the service vendor to make their best effort to provide TSP services assigned provisioning priorities 1 - 5 (Essential TSP services) by the service user's requested due date. Services assigned an E provisioning priority (Emergency TSP services) are required to be provisioned as soon as possible. (Paragraph 5.1, Invocation of NSEP Treatment, provides further details.)

2.6 APPLICATION OF THE TSP SYSTEM

Within the TSP System, priority treatment on various portions of an NSEP service may have to be obtained from different service vendors. In general, there are two portions of an NSEP service: transmission; and customer premises equipment and wiring (CPE/CPW).

Service vendors who are regulated by the FCC (common carriers) are responsible for providing priority treatment on the transmission portion of an NSEP service; i.e., the portion of the service on the regulated side of the demarkation point. (The demarkation point is where ownership or operational control of the service changes between the service user and the common carrier.)

Service vendors that provide CPE/CPW are not required by the FCC to provide priority treatment to CPE/CPW. CPE and CPW are, however, essential components of end-to-end connectivity and vital to a TSP service. The service user, therefore, must:

- Have CPE and CPW available by the requested service due date
- Ensure (through contractual means or otherwise), priority treatment for CPE and CPW necessary for end-to-end service continuity. This priority treatment must be at least equal to that required of the service vendor on the transmission portion of the service.

A government agency (or other non-regulated service vendor) that provides NSEP services may also be recognized as a service vendor. Services provided by these service vendors are bound by the TSP System rules if their services are connected to TSP services provided by a common carrier. The procedures described in this manual must be followed to obtain restoration and/or provisioning priorities, and such services must be provisioned and restored in accordance with TSP System rules and regulations.

However, a government agency (or other non-regulated service vendor) may provision or restore services using private facilities that are not connected to common carrier provided services in whatever manner they choose. If a government agency (or other non-regulated service vendor)

wishes to use the TSP System to establish priority level assignments, they are free to do so.

Additionally, a government agency may sometimes obtain services from a common carrier to be shared by multiple service users. Priority can be applied to these services in one of two ways.

NOTE: Agreement with the TSP Program Office is required to implement these procedures.

1. The service user with an NSEP requirement requests a TSP assignment from the TSP Program Office:
 - After the TSP Program Office makes the TSP assignment, the service user forwards the TSP assignment to the government agency
 - The government agency requests a TSP assignment from the TSP Program Office for the service that will support the multiple service users. In this case, the government agency confirms and reconciles the TSP assignment received by the service user directly to the NCS
 - After the TSP Program Office makes the TSP assignment requested by the government agency, the government agency forwards the TSP assignment to the service vendor on a service order.
2. The service user with an NSEP requirement requests priority treatment under the TSP System from the government agency, as specified in the government agency's procedures:
 - The government agency requests a TSP assignment from the TSP Program Office for the service that will support the multiple service users
 - After the TSP Program Office has made the TSP assignment, the government agency forwards the TSP assignment to the service vendor on a service order.

To be eligible for a TSP assignment, a telecommunications service must qualify as NSEP and support an NSEP function. The service may be point-to-point or it may have multiple end-points. In some cases, end-points for a TSP service may be added later, but they must support an NSEP function. All components of the service must satisfy the requirements of a TSP category and subcategory and must be eligible for a priority level. All drops of a multi-point

service must have the same restoration priority level.

A TSP Authorization Code (which contains the priority level assignment) is a unique identifier that is designated by the TSP Program Office. TSP Authorization Codes will be assigned on a per service basis (that is, one TSP Authorization Code for each telecommunications service).

Service users may request (and service vendors may provide) priority treatment on various services according to the vendor's capability to do so. The application of the TSP System is deliberately flexible to encompass the various capabilities of individual service vendors. This flexibility also accommodates evolving technology. TSP service users may request priorities on service offerings if the service vendor is capable of providing priority treatment on those services.

Accordingly, the specific types of services included in the TSP System are determined by whether a service vendor can provision or restore the service on a priority basis. Dedicated private line services, for example, can be provisioned on a priority basis. These services can also be clearly identified and restored on a priority basis.

Public switched services present a different situation. The service vendor may be able to provide priority provisioning for the service user's access to the public switched network. However, the service vendor might not be able to identify a particular TSP service once it enters the public switched network. Therefore, the service vendor might not be able to restore public switched services on a priority basis. Service users with such requirements should generally become familiar with the ability of service vendors to provide priority treatment to public switched services.

Control services and orderwires that are owned by a service vendor and that are essential to operating (i.e., provisioning, restoring, or maintaining) that service vendor's network receive special treatment in the TSP System. These services have priority over all other services, including TSP services. Additionally, these services will not be preempted to provision or restore TSP services. However, control services or orderwires, supporting an NSEP function, which are leased by a service user (e.g., a service vendor in this case) from another service vendor are eligible for a TSP assignment.

The description of the TSP System scope from NCSD 3-1 is contained in Appendix B.

2.7 RESPONSIBILITIES

Many organizations participate in the TSP System. Their responsibilities are listed in paragraph 10 of NCSD 3-1; however, their major responsibilities are summarized here.

2.7.1 Federal Communications Commission (FCC). In fulfilling its regulatory responsibility, the FCC will:

- Provide regulatory oversight of the operation of the TSP System
- Enforce TSP System rules and regulations
- Act as the final approval and appeal authority for TSP assignments.

2.7.2 Director, Office of Science and Technology Policy (OSTP). Representing the Executive Office of the President, the Director, OSTP will:

- While the President's war emergency powers are in effect, act as the final approval and appeal authority for TSP assignments
- Provide oversight of Executive branch activities regarding the TSP System.

2.7.3 Manager, National Communications System (NCS). On behalf of the Executive Office of the President, the Manager, NCS will:

- Establish and maintain a TSP Program Office responsible for the day-to-day operations of the TSP System, including the following:
 - Administer the TSP System
 - Assign priority levels or deny requests for TSP assignments and designate a TSP Authorization Code for each TSP service
 - Maintain data on TSP assignments
 - Maintain a 24-hour point-of-contact for receiving and responding to requests for Emergency provisioning priority TSP assignments

- Ensure information is developed and available regarding operation and use of the TSP System, including current technology for providing priority treatment to telecommunication services.
- Establish a TSP System Oversight Committee to identify and review systemic problems associated with the TSP System and recommend necessary improvements to the Manager, NCS.

2.7.4 Federal Agencies. Federal agencies will:

- Ensure that TSP System users within that agency comply with their obligations under the TSP System
- Cooperate with the Manager, NCS in administrative functions related to the TSP System
- Review and decide whether to sponsor requests from non-Federal government service users for priority assignments, and then forward sponsored requests with their recommendations to the TSP Program Office
- Designate officials authorized to invoke NSEP treatment.

NOTE: Federal agencies may also wish to appoint a single point-of-contact (a TSP Coordinator) to coordinate TSP System issues with the TSP Program Office. Many service vendors have established similar positions within their organizations.

2.7.5 Telecommunications Service Users. Service users will:

- Request and justify, to the TSP Program Office, via a sponsoring agency when appropriate, a TSP assignment for a telecommunications service
- Notify the TSP Program Office if a service with a TSP assignment has been terminated or if the priority level should be revised or revoked
- For all TSP services, ensure (contractually or otherwise) the availability of customer premises equipment and wiring necessary for end-to-end operation of the service
- Ensure that service orders to service vendors regarding TSP services always include the TSP Authorization Code

- Convey any revision or revocation of TSP assignments to service vendors
- Report TSP service order activity to the TSP Program Office
- Report information regarding invocation of NSEP treatment to the TSP Program Office
- Prepare to accept TSP services by the service due dates or (for Emergency TSP services) when they are available
- Pay service vendors any additional authorized costs for services as a result of the TSP assignment
- As with any other service, alert service vendors if a TSP service fails or becomes unusable
- Cooperate with the TSP Program Office during reconciliation and revalidation.

2.7.6 Telecommunication Service Vendors. A service vendor providing a telecommunications service with a TSP assignment will:

- Ensure that procedures for provisioning or restoration of TSP services are implemented within their companies
- Not disclose information concerning TSP services they provide to those not having a need-to-know or who might use this information for competitive advantage
- Designate 24-hour points-of-contact for receiving Emergency TSP service requests and reports that a TSP service is unusable or out of service
- Provide TSP assignments to subcontractors and interconnecting carriers for TSP services jointly provided with the prime service vendor
- Preempt existing services as necessary and authorized to provision or restore any TSP service
- Confirm completion of TSP service order activity (when acting as a prime service vendor) to the TSP Program Office
- Cooperate with the TSP Program Office during reconciliation of TSP service information

- Initiate reconciliation of TSP service information with subcontractors providing TSP services jointly with the prime service vendor.

(Details regarding a service vendor's TSP System responsibilities are contained in the Service Vendor Handbook.)